

CHAPTER IV

CONCLUSION

English First is one of the biggest English schools in Indonesia. *English First* offers the best quality of English. *Universitas Airlangga* cooperate with *English First* to placed the students of internship to explore or apply the student's ability in English. This is the first time *English First* as the internship place of *English Diploma III* students. Although it is the first, it left a good impression for the writer.

The writer completed her internship in *English First Plasa Surabaya* as a *Course Consultant Officer*. She got a lot of experiences and knowledge about how to handle the customers, communicate with native teachers, make schedules for both students and teachers, how to behave with new people, both with other staffs at the workplace and the customers. The writer experienced the real work situation and cooperated with other staffs. She also got much detail information about *English First*. English subjects which the writer got in her college are really useful and helpful to work in *English First* in communicating and writing in English with the teachers and another staffs.

During the internship in *English First*, the writer also got a lot of benefits, she could apply and explore her English knowledge. All of these experiences and knowledge that the writer got will lead her to be a better person in her real situation at the workplace and it can be very useful and helpful for her future.